


# VILLAGE

HOTELS



*“We’ve been working with Shred-it for around five years, having monthly collections and ad-hoc clear-outs at our hotels and in our head office. Shred-it is an integral part of our data protection strategy and helps make sure that confidential waste is managed and disposed of securely. Shred-it’s monthly statistics also provides us with valuable information for our sustainability programme.”*

## Customer Background

Village Hotels operates 33 hotels and leisure clubs across the UK. With ‘everything under one roof’, their concept is unique and offers much more than a bed for the night. Each property comprises stylish bedrooms, a state of the art Health & Wellness club, Pub & Grill serving freshly made food, VWorks coworking space (at 21 locations), meeting and event space... and even a Starbucks coffee shop.

A substantial amount of customer and business personal and confidential data passes through Village Hotels each year. Despite digitising as much as possible, they still create a significant amount of paper therefore Village Hotels needed to ensure that they are correctly managing and disposing of this confidential information. With over 120,000 gym members, 5,000 team members and over 1.8m guests each year, Village operates at scale.

Disposing of the information themselves posed a number of challenges. Consequently, Village Hotels decided to work with information security experts and have been

working with Shred-it for over 5 years. Standardising this process would also ensure that internal teams followed the same process and establish consistency of service across the group.

## The Challenge

Shred-it was already working with several Village Hotels, providing regular document destruction services.

Village Hotels wanted to develop a standardised process for secure information disposal throughout the group so needed a trusted, nationwide company to service all of their document destruction requirements.

Through creating standards of practice with a single provider, the aim was to provide internal teams with a single process that established consistency of services within the group.

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## Objectives

- Village Hotels needed to work with information security experts to take the worry out of their document destruction process and give them peace of mind that their confidential information was securely disposed of.
- Also, as part of their corporate policy, a requirement for Village Hotels was that their document destruction would be undertaken on-site.

## Approach

Shred-it provides on-site scheduled paper shredding and document destruction services, so this fitted perfectly with Village Hotels requirements. Secured and locked consoles were placed throughout working areas of the hotels so employees could easily place all documents in the consoles when they were no longer required, giving the Village Hotel peace of mind that all their confidential information was disposed of securely.

Shred-it's secure chain of custody which scans collections at every touchpoint helped make sure there is transparency throughout the service process. In addition, a Certificate of Destruction is issued after every service to verify that documents were disposed of securely.

As sustainability is also vitally important for Village Hotels, Shred-it's dedication to sustainability shone through, recycling 100% of securely shredded paper into new, high-demand products. Furthermore, Shred-it provides environmental certificates that demonstrate their customers' environmental impact of using Shred-it's shredding services.



## Results

Standardising processes across the group helped make sure that team members are aware of how to dispose of any paperwork securely.

Shred-it's approach also aligned with Village Hotels commitment to sustainability and contributed to their corporate social responsibility.

Shred-it also assisted Village Hotels in establishing complimentary workplace policies. Introducing a tailored clean desk policy, document management policy, and Shred-it All policy enabled further standardisation throughout the group and practical guidance for team members. It also ensured a clear understanding of information security throughout the hotel group.

Village Hotels were immensely impressed with Shred-it's environmental credentials. It has allowed Village Hotels to retain their clear focus on sustainability. They can review the monthly reports for the savings created and areas of landfill avoided and present them to their Environmental, Social & Governance (ESG) Steering Group.



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